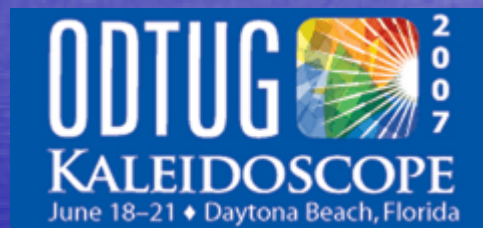


# Oracle Diagnostics for Developers, DBAs and Superusers



Susan Behn  
June, 2007



# Objectives



- ◆ Gain familiarity with how to access Oracle Diagnostics and run the available tests
- ◆ Use diagnostic reports to proactively avoid problems
- ◆ Use diagnostic reports to analyze and correct issues
- ◆ Use diagnostic reports to validate setups and best practices
- ◆ Upload reports to Oracle Support

# Agenda



## ◆ Setup and Administration

- Navigation Paths
- Diagnostic Test Groups
- Security for Diagnostic Tests
- Test Administration
- Test Logs, Searching and Batch Processing

## ◆ Running Tests

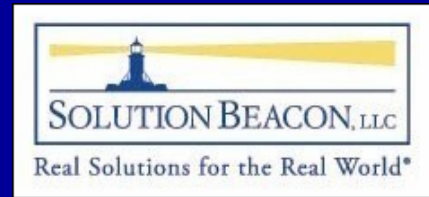
- Test Sets/Example
- Basic Tests
- Advanced Tests/Example

## ◆ Scheduling and Purging

## ◆ Examples for DBAs, Developers and Superusers

## ◆ References

# Navigation Paths to Diagnostics



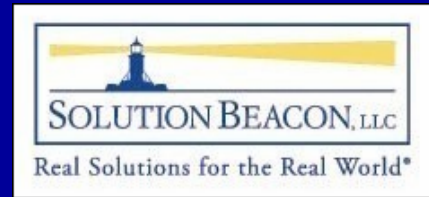
- ◆ Oracle Applications Manager (OAM) → Diagnostics
- ◆ Oracle Diagnostics Tool Responsibility
- ◆ CRM HTML Administration Responsibility → Setup  
→ Diagnostics
- ◆ [http://<domain\\_name>/OA\\_HTML/jtfllogin.jsp](http://<domain_name>/OA_HTML/jtfllogin.jsp)

# Diagnostic Test Groups



- ◆ End User Applications (e.g. General Ledger)
  - Setup – Tests to Validate Application Setups
  - Activity (e.g. Period Closing Tests)
    - ◆ Invalid account segments preventing posting
    - ◆ Period statuses
    - ◆ Invalid preferences (e.g. email delivery preference with no email address)
  - Data Collection – Application and System Data
    - ◆ Validate conversions and upgrades
    - ◆ Identify integrity issues
- ◆ Other Groups (e.g. Application Object Library)
  - Workflow Tests/Mailer Tests
  - Security
  - Database Tests
  - XML Gateway Tests
- ◆ Customization/Extension Tests – Develop custom tests for all issues

# Diagnostics Catalog



◆ See MetaLink Note 179661.1 to view the entire catalog and for links to other diagnostic documents

**ORACLE**  
METALINK

[Bookmarks](#) [Admin](#) [Profile](#) [Feedback](#) [Sign Out](#) [Help](#)

[Headlines](#) **Knowledge** [Service Request](#) [Configuration Support Manager](#) [Patches & Updates](#) [Forums](#) [Certify](#)

[Knowledge Browser](#) **Advanced Search** [Bug Search](#) [Secure Enterprise Search](#)

[Quick Find](#) Knowledge Base  [Go](#) [Secure Enterprise Search](#) [Advanced](#) [Saved Searches](#)

**TIP:** Click [help](#) for a detailed explanation of this page. [Bookmark](#) [Go to End](#)

Subject: **Applications Support Diagnostic Tools**

[Doc ID:](#) **Note:179661.1**      Type: **DIAGNOSTIC TOOLS**

Last Revision Date: **04-APR-2007**      Status: **PUBLISHED**

## eBusiness Suite Support - Diagnostic Tools

Support Diagnostics Reference Documentation Menu

<a href="#">Diagnostic Overview</a>	<b><a href="#">Diagnostic Catalog</a></b>	<a href="#">Installation Guide</a>	<a href="#">FAQ</a>	<a href="#">Test Sets</a>	<a href="#">Training</a>
	<b>You Are Here!</b>				

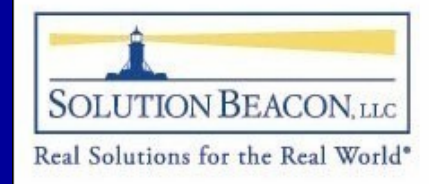
# Diagnostic Catalog – Page 1



## Release 11.5 Diagnostics














Applications Core Technology	Distribution/Supply Chain	Financials
<ul style="list-style-type: none"><li>• <a href="#">Alert</a></li><li>• <a href="#">Application ObjectLibrary</a></li><li>• <a href="#">Applications DBA</a></li><li>• <a href="#">XML Gateway</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Configurator</a></li><li>• <a href="#">Inventory</a></li><li>• <a href="#">Warehouse Management</a></li><li>• <a href="#">OM Suite (Order Management)</a></li><li>• <a href="#">Procurement (Purchasing)</a></li><li>• <a href="#">Release Management</a></li><li>• <a href="#">Shipping</a></li><li>• <a href="#">Advanced Pricing</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Assets</a></li><li>• <a href="#">Cash Management</a></li><li>• <a href="#">Collections</a></li><li>• <a href="#">General Ledger</a></li><li>• <a href="#">Global Accounting Engine</a></li><li>• <a href="#">Internal Controls Manager</a></li><li>• <a href="#">Payables</a></li><li>• <a href="#">Receivables</a></li></ul>
Human Resource Management Systems	Manufacturing	Projects Suite
<ul style="list-style-type: none"><li>• <a href="#">Advanced Benefits</a></li><li>• <a href="#">Time and Labor</a></li><li>• <a href="#">Human Resources</a></li><li>• <a href="#">iRecruitment</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Advanced Supply Chain Planning</a></li><li>• <a href="#">Bill Of Materials</a></li><li>• <a href="#">Cost Management</a></li><li>• <a href="#">e-Commerce Gateway</a></li><li>• <a href="#">Enterprise Asset Management</a></li><li>• <a href="#">Process Manufacturing</a></li><li>• <a href="#">Work in Process</a></li></ul>	<ul style="list-style-type: none"><li>• <a href="#">Project Foundation</a></li><li>• <a href="#">Project Billing</a></li><li>• <a href="#">Project Costing</a></li><li>• <a href="#">Project Intelligence</a></li><li>• <a href="#">Project Management</a></li></ul>

# Diagnostic Catalog – Drill Down



- Click on the  icon for detailed instructions and FAQs for a specific report

Oracle Workflow Cartridge

Title	Current Release	November 2006 Release	Command Line Diagnostic	Last Updated
<b>Setup</b>				
Workflow C Mailer		⊕		14-Feb-06
Workflow Java Mailer		⊕		19-Sep-06
Workflow Queues		⊕		30-Nov-05
Workflow Business Event		⊕		15-Jul-05
<b>Data Collection</b>				
Workflow Status and Purgeable Items		⊕		19-Sep-06
Workflow Definition		⊕		30-Nov-05
Workflow Item Details		⊕		30-Jun-06
Workflow Item Error		⊕		16-Sep-05
Workflow Directory Services		⊕		19-Sep-06
Performance		⊕		31-Jul-06
Workflow Information		⊕		30-Nov-05

[\[Top\]](#)

# Security for Diagnostics



- ◆ Security by Responsibility
  - Valid Responsibility required to run test for application
    - ◆ General Ledger responsibility required for GL Tests
    - ◆ System Administrator responsibility required for AOL Tests
- ◆ Security by Role
  - Sensitivity established by developer of test
  - See sensitivity @ Configuration → Groups
  - Assign responsibility to role @ Configuration → Security

Responsibility's Role	Tests In The Application To Which The Responsibility Belongs	Tests In Other Applications
Super User	All tests (high, medium, low sensitivity)	All tests (high, medium, low sensitivity)
Application Super User	All tests (high, medium, low sensitivity)	Medium, low sensitivity tests
End User	Low sensitivity tests	Low sensitivity tests

# Security for Diagnostics – Roles



## ◆ Assign Responsibility to Role

The screenshot shows the Oracle Security configuration interface. At the top right, the 'Configuration' tab is selected and circled in red. Below the navigation tabs, the 'Application' dropdown is set to 'HTML Platform'. The main heading, 'Application Super User Role Responsibility Assignment', is circled in red. A description below explains that the administrator can manage the assignment of responsibilities to the Application Super User Diagnostic Role. The main configuration area shows 'Super User for Application' set to 'General Ledger'. Below this, there are two lists: 'Available Responsibilities' and 'Selected Responsibilities'. The 'Selected Responsibilities' list contains 'General Ledger Super User', which is circled in red. Navigation buttons '>>', '>', '<', and '<<' are positioned between the two lists. At the bottom, there are 'Back', 'Save', and 'Restore' buttons.

Home Basic Advanced **Configuration**

Groups Tests Inputs Applications **Security**

Application HTML Platform

**Application Super User Role Responsibility Assignment**

**Description** In this page the administrator can manage the assignment of responsibilities to the Application Super User Diagnostic Role. The Application Super User Diagnostic Role can execute, configure inputs and view reports for all groups of its application. It can also execute, configure inputs and view reports for groups of low sensitivity of other applications.

**Super User for Application** General Ledger

Available Responsibilities

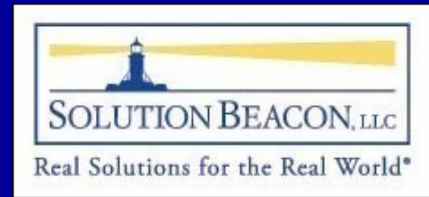
- General Ledger Restricted (Ops)
- General Ledger Restricted, Vision University
- General Ledger Super User (Process Operations)
- General Ledger Super User Germany
- General Ledger Super User Netherlands
- General Ledger Super User PS Germany
- General Ledger Super User, Progress S&L
- General Ledger Supervisor
- General Ledger User
- General Ledger User, Progress S&L

Selected Responsibilities

- General Ledger Super User

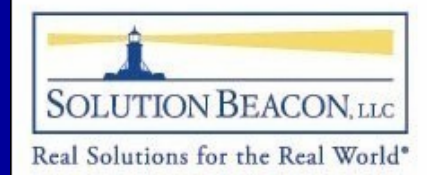
Back Save Restore

# Common Security Problem



- ◆ Error: “You do not have sufficient privileges to perform this function”
- ◆ Complete the following update to the System Administrator menu to resolve this problem
  - Navigate to System Administrator → Application → Menu
  - Search for the *FND\_NAVIGATE4.0* menu
  - Add the submenu *Diagnostics: JSP Pages Menu*, save it and make sure the request for adding this submenu compiles successfully

# Test Group Security and Administration



- ◆ Most test groups set to Low by default (Groups below were changed for demo purposes)

Application: General Ledger

### Groups Administration

Remove	Sequence	Group Name	Number of Tests	Sensitivity
<input type="checkbox"/>	1	<a href="#">Setup</a>	2	Medium
<input type="checkbox"/>	2	<a href="#">Activity</a>	5	High
<input type="checkbox"/>	3	<a href="#">Data Collection</a>	2	Low

**Administer Group** (points to Data Collection)

**Delete Group** (points to Remove checkbox for Data Collection)

**Create New Group** (points to Create button)

**Sensitivity** (points to dropdown menu for Data Collection)

**TIP**

- High: Super User and Application Super User Role for General Ledger can execute and setup input values for tests in this group
- Medium: Super User and Application Super User Roles can execute and setup input values for tests in this group
- Low: Super User, Application Super User, and End User roles can execute and setup input values for tests in this group

Update Restore

# Tests Administration



- ◆ Drill Down from Group hyperlink on previous slide
  - Add/Delete Tests
  - Add alerts based on error or warning results

The screenshot shows the Oracle Diagnostics Tests Administration interface. The 'Tests' tab is selected in the navigation bar. The application is set to 'General Ledger' and the group is 'Activity'. A 'Create' button is visible. A table lists several tests with columns for Remove, Sequence, Name, Class Name, and Alert Information. Annotations include a red box around 'Tests' in the navigation bar, a red box around the 'Delete Test' checkbox in the first row, a red box around the 'Create' button with the text 'Create New Test', and a red box around the 'Alert Information' icon in the first row with the text 'Add/Update Alerts'.

Remove	Sequence	Name	Class Name	Alert Information
<input type="checkbox"/>	1	Code Combination	oracle.apps.izu.gl.diag.GLCCIDDiag	
<input type="checkbox"/>	2	Duplicate Rows	oracle.apps.izu.gl.diag.GLDuplicatesDiag	
<input type="checkbox"/>	3	Journal	oracle.apps.izu.gl.diag.GLJournalDiag	
<input type="checkbox"/>	4	Misclassified Accounts	oracle.apps.izu.gl.diag.GLMisclassAccountsDiag	
<input type="checkbox"/>	5	Period Closing	oracle.apps.izu.gl.diag.GLClosing	

**Annotations:**

- Red box around 'Tests' in the navigation bar.
- Red box around the 'Delete Test' checkbox in the first row.
- Red box around the 'Create' button with the text 'Create New Test'.
- Red box around the 'Alert Information' icon in the first row with the text 'Add/Update Alerts'.

# Diagnostics Home Page



- ◆ # of tests is a hyperlink to the tests
- ◆ Drop down list of values displays tests
- ◆ Failures for the past week are shown

Summary LogViewer Search Batch Process Test Sets

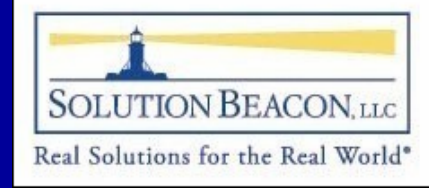
Application: Application Object Library

### Diagnostics Summary

**Description:** This is a summary of all the registered tests for each application. Tests in the basic mode run with default input values, and in advanced mode prompt the user for input values.

Test Summary		Failures in Past Week			
Application	Registered Tests	Application	Group	Test	Date
HTML Platform	<a href="#">9</a>	Application Object Library	EBusinessSecurity	Access Control Check	<a href="#">2007-04-25 23:02:58.0</a>
Advanced Pricing	<a href="#">3</a>	Application Object Library	EBusinessSecurity	Application Profile Options values related to ICX	<a href="#">2007-04-25 23:02:54.0</a>
Advanced Supply Chain Planning	<a href="#">1</a>	Application Object Library	EBusinessSecurity	Basic Database Check	<a href="#">2007-04-25 23:03:00.0</a>
Alert	<a href="#">1</a>	Application Object Library	EBusinessSecurity	Best Practices : Database Security Tests.	<a href="#">2007-04-25 23:02:55.0</a>
Application Object Library	<a href="#">92</a>	Application Object Library	EBusinessSecurity	Best Practices : E-Business Suite Security Tests	<a href="#">2007-04-25 23:02:55.0</a>
Applications DBA	<a href="#">12</a>	Application Object Library	EBusinessSecurity	Password Check - Profile Settings	<a href="#">2007-04-25 23:02:59.0</a>
Assets	<a href="#">5</a>	Application Object Library	EBusinessSecurity	Profile Option Tests for Framework Validation Modes	<a href="#">2007-04-25 23:02:56.0</a>
Bills of Material	<a href="#">10</a>	Application Object Library	EBusinessSecurity	Role Based Check	<a href="#">2007-04-25 23:02:59.0</a>
CRM Foundation	<a href="#">41</a>	Application Object Library	EBusinessSecurity	User Account Based Check	<a href="#">2007-04-25 23:03:01.0</a>

# Home → LogViewer



## ◆ Use LogViewer to search and view previously executed reports

Summary **LogViewer** Search Batch Process Test Sets

Application: Application Object Library

### Diagnostics LogViewer

**Description:** This is a summary of the history of log records generated during diagnostics. The data can be filtered by different options.

### LogViewer Filter Criteria

\* From: 2007-05-02 \* To: 2007-05-03

Application Name: Application Object Library Group Name: All Groups

Status: Successes  Current Session Test Runs Only

Test Class Name: All Tests

Search Log Records Reset

\* From date should be prior to the To date

### Summary of Logs

Select	Application Name	Group Name	Test Class Name	Total Runs	Successes	Warnings	Failures
<input type="checkbox"/>	Application Object Library	EBusinessSecurity	Remote Authentication - Validation	1	1	0	0
<input type="checkbox"/>	Application Object Library	EBusinessSecurity	TO ENSURE THAT GUEST USER HAS USERID=6	1	1	0	0

Details Delete

# Home → Search



## ◆ Search for test names or keywords by application or for all applications

Home Basic Advanced Configuration

Summary LogViewer **Search** Patch Process Test Sets

Application: Application Object Library

### Search

**Description:** Finds diagnostic tests based on the test names or predefined keywords. Predefined keywords are shipped by product teams for their tests. For search results, you can select the test(s) to run.

**Application:** Application Object Library

**Search:** APPROVE

- all applications (*Note - May take longer to search*)
- test names
- predefined keywords

**Find Tests**

#### Matching Tests In All Application

<input type="checkbox"/>	Application Name	Group Name	Test Name	Metalink Note	Description	Usage
<input type="checkbox"/>	Marketing	Setup	<a href="#">List Management</a>	<a href="#">371096.1</a>	This test verifies list management setup.	Use this test to check the list management setup of a particular list is complete and correct. This test should be executed also in case of a list management issue which can be caused by wrong or missing setup. Parameters: List Header Id is required
<input type="checkbox"/>	Public Sector Financials International	Check Setup	<a href="#">Exchange Protocol</a>	<a href="#">248711.1</a>	This diagnostic test will collect and verify the general setup for Exchange Protocol as outlined in the Public Sector Financials (International) Users Guide.	This diagnostic test should be used during initial implementation of Exchange Protocol and when setup information is required.
<input type="checkbox"/>	Self-Service Web Applications	Activity	<a href="#">Requisition Approval Workflow Status</a>	<a href="#">224583.1</a>	This diagnostic test will check the approval workflow status of a requisition created in iProcurement.	This test can be used proactively and reactively to check the approval workflow status of a requisition that originates from iProcurement.

**Run Tests** ←

# Home → Batch Processing



## ◆ Run multiple tests through batch processing

Summary | LogViewer | Search | **Batch Process** | Test Sets

Application: HTML Platform

### Batch Processing

**Description:** Please enter the parameters for selected tests.

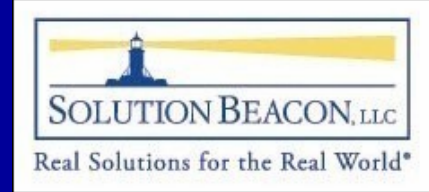
**Assets**  
Activity-Period Closing

Responsibility ID: 50555  
Asset Book: ADB STATE  
Period Name: Nov-95  
Check Multiple Active Book Records: Yes

**General Ledger**  
Activity-Period Closing

Responsibility ID: 20434  
Period Name: Nov-95

# Home → Test Sets



- ◆ Execute existing test sets periodically
- ◆ Search for tests
  - Navigate to Home → Test Sets
  - Click the *Search* button

Summary | LogViewer | Search | Batch Process | **Test Sets** | **Home** | Basic | Advanced | Configuration

Application: HTML Platform

### Test Sets

**Description** Diagnostic Test Sets are XML files containing the definition of multiple Diagnostic tests. Test Sets can be downloaded from Metalink, shipped by Product Teams, or generated from "Batch Process" page.

#### Upload and Run Test Set

Test Set

[Generate Test Set](#)

#### Search Predefined Test Sets

Predefined Test Sets can be shipped by a variety of Product Teams.  
*Note: leaving the search text box empty will return all Test Sets.*

















Set Name, Description or Usage Contains

# Seeded Test Sets

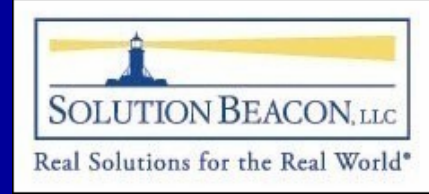


- ◆ Click the *View* icon to see XML code
- ◆ Click the *Run* icon to run the test set
- ◆ Click the *Reference* link for the MetaLink note

## Predefined Test Sets: Search Result

View	Run	Set Name	Description	Reference	Usage	Version
		IZU_AP_1099	Oracle Payables 1099 Processing Test Set	<a href="#">390789.1</a>	Provide the output from this test set to Oracle Support to troubleshoot 1099 Processing issues within Oracle Payables.	115.6
		IZU_AP_ACCTNG	Oracle Payables Accounting 11i Test Set	<a href="#">390790.1</a>	Provide the output from this test set to Oracle Support to troubleshoot Accounting 11i issues within Oracle Payables.	115.6
		IZU_AP_BANKSETUP	Oracle Payables Bank Setup Test Set	<a href="#">390792.1</a>	Provide the output from this test set to Oracle Support to troubleshoot Bank Setup issues within Oracle Payables.	115.6
		IZU_AP_GLBACCTNG	Oracle Payables Global Accounting Test Set	<a href="#">390791.1</a>	Provide the output from this test set to Oracle Support to troubleshoot Global Accounting issues within Oracle Payables.	115.6
		IZU_AP_INTRNTEXP	Oracle Payables Internet Expense Test Set	<a href="#">390793.1</a>	Provide the output from this test set to Oracle Support to troubleshoot Internet Expense issues within Oracle Payables.	115.6
		IZU_AR_RECPTWKB	Oracle Receivables Receipt Workbench Test Set	<a href="#">390794.1</a>	Provide the output from this test set to Oracle Support to troubleshoot Receipt Workbench issues within Oracle Receivables.	115.6
		IZU_AR_TRNSWKB	Oracle Receivables Transaction Workbench Test Set	<a href="#">390797.1</a>	Provide the output from this test set to Oracle Support to troubleshoot Transaction Workbench issues within Oracle Receivables.	115.6
		IZU_WMS	Oracle Warehouse Management System Test Set	<a href="#">390798.1</a>	Provide the output from this test set to Oracle Support to troubleshoot Warehouse Management System issues within Oracle Receivables.	115.7

# Generate Test Sets



- ◆ Generate new test sets for cycle tests
- ◆ Example – create a test set of period close reports for all licensed applications at your site

Home Basic Advanced Configuration

Summary LogViewer Search Batch Process **Test Sets**

Application HTML Platform

### Test Sets

**Description** Diagnostic Test Sets are XML files containing the definition of multiple Diagnostic tests. Test Sets can be downloaded from Metalink, shipped by Product Teams, or generated from "Batch Process" page.

#### Upload and Run Test Set

Test Set  Browse... Upload and Run

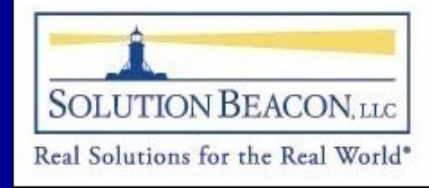
[Generate Test Set](#)

#### Search Predefined Test Sets

Predefined Test Sets can be shipped by a variety of Product Teams.  
*Note: leaving the search text box empty will return all Test Sets.*

Set Name, Description or Usage Contains  Search

# Generate Test Sets



- ◆ Check the applications for the tests to be executed in the test set

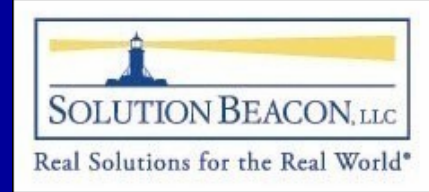
The screenshot shows the Oracle Batch Processing interface. At the top, there are tabs for 'Home', 'Basic', 'Advanced', and 'Configuration'. Below these are navigation links for 'Summary', 'LogViewer', 'Search', 'Batch Process', and 'Test Sets'. A dropdown menu for 'Application' is set to 'HTML Platform'. The main heading is 'Batch Processing'. A description states: 'Description: Select the applications in which you want to execute the tests.' Below this is a table with columns 'Select' and 'Application Name'. The 'Assets' row is checked. A red box highlights the 'Selected applications include:' list, which contains 'Assets', 'General Ledger', and 'Payables'. A red arrow points from the 'Assets' row in the table to the 'Assets' item in the list.

Select	Application Name
<input type="checkbox"/>	HTML Platform
<input type="checkbox"/>	Advanced Pricing
<input type="checkbox"/>	Alert
<input type="checkbox"/>	Application Object Library
<input type="checkbox"/>	Applications DBA
<input checked="" type="checkbox"/>	Assets
<input type="checkbox"/>	CRM Foundation
<input type="checkbox"/>	Cash Management
<input type="checkbox"/>	Collections
<input type="checkbox"/>	Contracts Core

Selected applications include:

- Assets
- General Ledger
- Payables

# Generate Test Sets



- ◆ For each application selected, choose the tests to be executed and click the *Continue* button

Home Basic Advanced Configuration

Summary LogViewer Search **Batch Process** Test Sets

Application HTML Platform

### Batch Processing

**Description:** Select the tests you want to execute.

#### Assets

**Setup**

- General

**Activity**

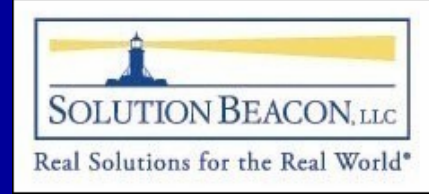
- Account Generator
- Mass Addition
- Period Closing

**Data Collection**

- RXi Report

Continue

# Generate Test Sets



- ◆ For each test selected, provide the static parameters (e.g. Responsibility)

Home Basic Advanced Configuration


Summary LogViewer Search Batch Process Test Sets


Application HTML Platform


### Batch Processing


**Description:** Please enter the parameters for selected tests.

**Assets**  
Activity-Period Closing


Responsibility ID   ←


Asset Book  

Period Name  


Check Multiple Active Book Records   ←


**General Ledger**  
Activity-Period Closing

Responsibility ID   ←

Period Name  

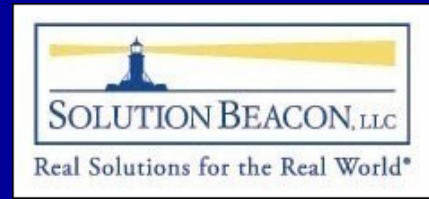
**Payables**  
Activity-Period Closing

Responsibility ID   ←

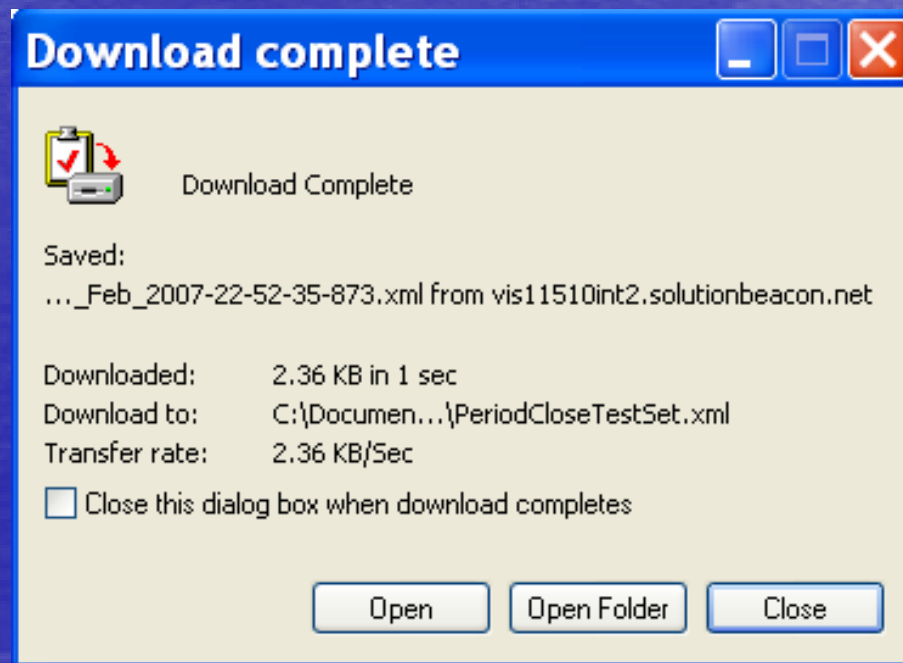
Period Name  



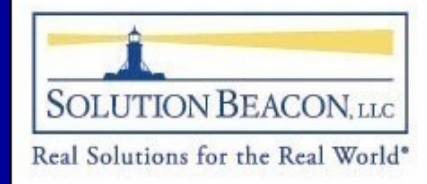
# Generate Test Sets



- ◆ Save the test set to be used again via the batch process using the *Save Test Set* button
  - The test set is saved in a local directory
  - Choose a meaningful name for the test set



# Generate Test Sets



- ◆ Enter the remaining runtime parameters, then execute the test using the *Run Tests* button

**Description:** Please enter the parameters for selected tests.

**Assets**  
Activity-Period Closing

Responsibility ID

Asset Book

Period Name

Check Multiple Active Book Records

**General Ledger**  
Activity-Period Closing

Responsibility ID

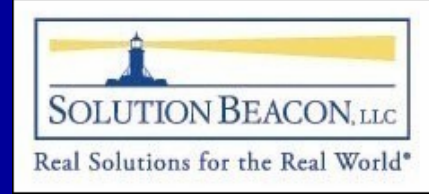
Period Name

**Payables**  
Activity-Period Closing

Responsibility ID

Period Name

# Generate Test Sets



## ◆ General Ledger

- Error – Journals must be posted to close the period
- Warning – Recurring batches have not been processed

**ERROR** - There are Journals which have yet to be posted  
**ACTION** - Please use Journal Post program to post the following journals before attempting to close this period

Batch Name	Batch Id	Batch Period	Batch Status	Approval Status Code	Journal Header Name	Journal Header Period	Journal Header Status
test approval 1	117684	Apr-06	Unposted	Approved	test approval 1	Apr-06	Unposted
test approval 2	118684	Apr-06	Unposted	Approved	test approval 2	Apr-06	Unposted
AR 41500 Receivables 2632970: A 41500	117100	Dec-03	Unposted	N/A	Trade Receipts USD	Dec-03	Unposted
AR 41500 Receivables 2632970: A 41500	117100	Dec-03	Unposted	N/A	Sales Invoices USD	Dec-03	Unposted
AR 41500 Receivables 2632970: A 41500	117100	Dec-03	Unposted	N/A	Credit Memos USD	Dec-03	Unposted
Monthly 07-AUG-2002 16:24:33	47976	Dec-02	Invalid or no JE lines	N/A	Monthly	Dec-02	Z

6 rows retrieved

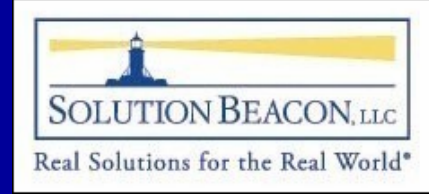
- There are no journals to be reversed in the next period 'Mar-07'

**WARNING** - Some Recurring batches have not yet been processed for this month  
**ACTION** - Please review the following recurring batches and process if appropriate

Recurring Batch Name	Last Executed Period Name
Recurring Expenses Journal	Dec-98
Eliminate Intercompany Profit	Feb-98
Departmental Expense Journal	Dec-02
Recurring Rent Re-Allocation	Feb-02
Monthly Consulting Revenue	Sep-00
Revenue - Vision Master (01)	May-02
Utility Expense Allocation	Jan-99
Variable Costs - Vision Master	Feb-02
Stat Entries for Allocation	Dec-02
DBI COGS Adjustment	Dec-03

10 rows retrieved

# Generate Test Sets



## ◆ Payables

- Unaccounted transactions must be accounted
- Note the hyperlink to *See SQL* – this can further assist the support team in resolving problems

**ERROR** - There are 45 unaccounted rows in AP\_INVOICE\_DISTRIBUTIONS\_ALL (Org Id = 204). All these invoice distribution lines must be accounted and transferred to GL before period 'Feb-07' can be closed.

**ACTION** - Run the 'Accounting Process' to create accounting entries.  
Next, run 'Transfer to GL' to transfer these accounting entries to GL.

### Unaccounted Payments [\[Top\]](#)

- There are no unaccounted payments
- [See SQL](#) ←

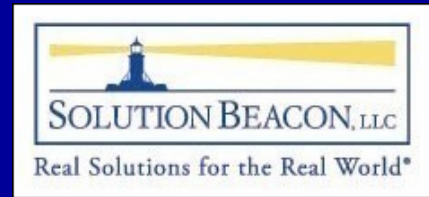
### Unaccounted Payment History [\[Top\]](#)

AP_PAYMENT_HISTORY_ALL										
Organization ID	Payment History ID	Accounting Date	Posted Flag	Transaction Type	Check ID	Check Number	Check Supplier ID	Check Supplier Name	Check Amount	Check Date
204	19997	26-FEB-2007	N	PAYMENT CLEARING	21471	101	21	Advanced Network Devices	11685.25	21-FEB-2003

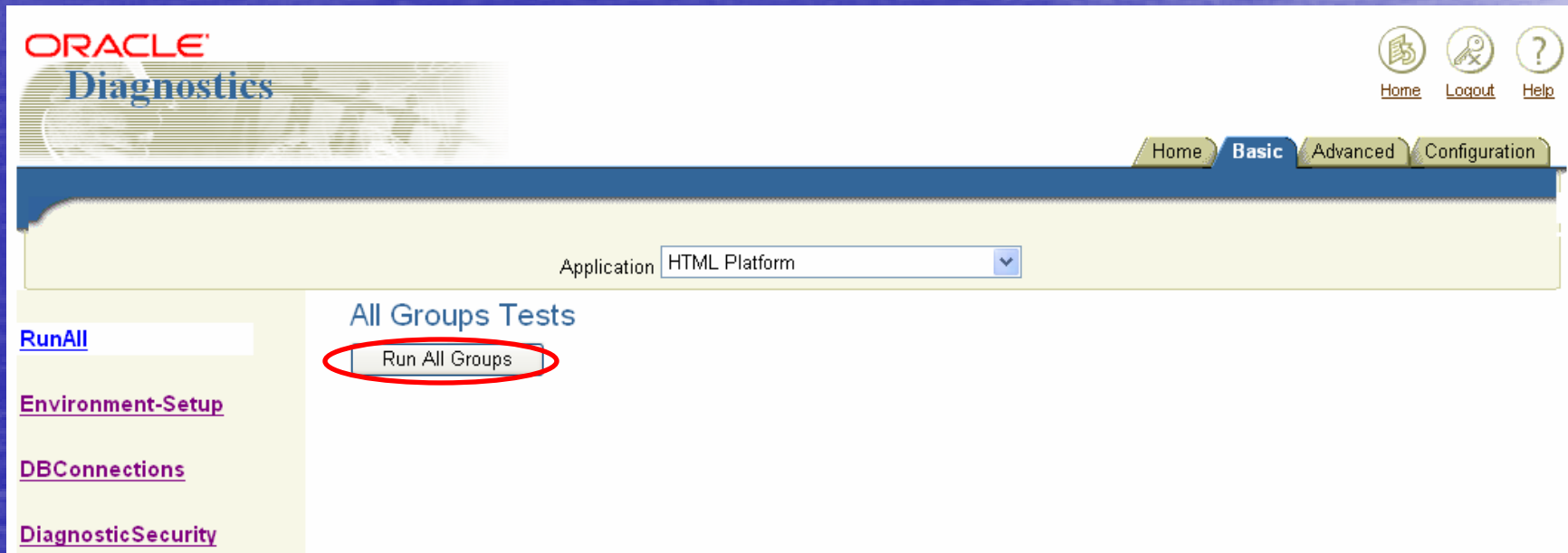
1 row retrieved

- [See SQL](#)

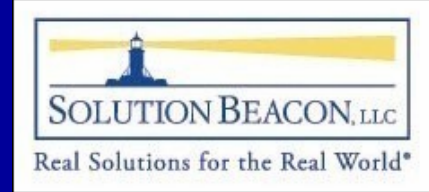
# Basic Tests



- ◆ Basic tests do not allow parameters at run time
  - Some tests require default parameters
- ◆ *Run All Groups* to run all basic tests at one time
- ◆ Basic tests do not exist for all applications



# Basic Test Seeded Input Values



- ◆ Update default input values for basic tests
- ◆ Configuration → Inputs
  - Select Test
  - Update values

The screenshot shows a web-based configuration interface. At the top right, there are navigation tabs: Home, Basic, Advanced, and Configuration. Below these, a breadcrumb trail shows Groups, Tests, Inputs, Applications, and Security. A dropdown menu for 'Application' is set to 'Application Object Library'. The main content area is titled 'Edit Input Values' and shows the 'Test Name' as 'Logging & Alerting Diagnostic Test'. Below this is a table with columns: Remove, Username, ApplicationID, and ResponsibilityID. The first row contains a checkbox, 'SYSADMIN', '690', and '21841'. The second row contains a plus icon, empty fields, and another plus icon. At the bottom of the table are 'Update' and 'Restore' buttons. On the left side, there is a sidebar with expandable sections: Logging Tests (selected), Database Tests, Workflow Tests, and TechStack\_Tests. Under 'Logging Tests', 'Logging & Alerting Diagnostic Test' is highlighted.

Remove	Username	ApplicationID	ResponsibilityID
<input type="checkbox"/>	SYSADMIN	690	21841

# Basic Test Example



- ◆ Navigate to the Basic Tab
- ◆ Choose the Application
- ◆ Run Without Prerequisites
  - Runs all basic tests in the group

Application:

### EBusinessSecurity Tests

Prerequisites:

Num	Test Name	Tested Component	Test Description
1	<a href="#">PLS Custom Authentication Check</a>	Security	This test validates that the mod_plsql custom authentication setting is set to 'CUSTOM' by validating certain URLs are FORBIDDEN
2	<a href="#">Application Profile Options values related to ICX</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
3	<a href="#">Best Practices - Database Security Tests</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
4	<a href="#">Best Practices - E-Business Suite Security Tests</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
5	<a href="#">Profile Option Tests for Framework Validation Modes</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
6	<a href="#">TO_ENSURE_THAT_GUEST_USER_HAS_USERID=6</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
7	<a href="#">Verification of Security Alert Patches</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
8	<a href="#">Access Control Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
9	<a href="#">Password Check - Profile Settings</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
10	<a href="#">Remote Authentication - Validation</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
11	<a href="#">Role Based Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
12	<a href="#">Basic Database Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups
13	<a href="#">User Account Based Check</a>	Declarative Diagnostic Test	This is a declaratively constructed diagnostic test for DB setups

# Basic Test Results



## ◆ Results

- Click on icon for test results

### Results

Errors occurred in test!

#### EBusinessSecurity

Test Name	Run#	Status	Time (mil sec)	Values	Report
PLS Custom Authentication Check	1	FAIL	1789		
Application Profile Options values related to ICX	1	FAIL	1294		
Best Practices : Database Security Tests.	1	FAIL	349		
Best Practices : E-Business Suite Security Tests	1	FAIL	422		
Profile Option Tests for Framework Validation Modes	1	FAIL	168		
TO ENSURE THAT GUEST USER HAS USERID=6	1	SUCCEED	15		
Verification of Security Alert Patches	1	FAIL	224		
Access Control Check	1	FAIL	4661		
Password Check - Profile Settings	1	FAIL	107		
Remote Authentication - Validation	1	SUCCEED	36		
Role Based Check	1	FAIL	132		
Basic Database Check	1	FAIL	58		
User Account Based Check	1	FAIL	182		

EBusinessSecurity Tests Have Some Errors

# Basic Test Results



## ◆ Excerpt from Best Practices – E-Business Suite Security Tests

### STEP NAME:

22: TIGHTEN LOGON AND SESSION PROFILE OPTION - SIGNON\_PASSWORD\_NO\_REUSE.

### STEP DESCRIPTION:

The profile option SIGNON\_PASSWORD\_NO\_REUSE specifies the number of days that a user must wait before being allowed to reuse a password. Set Signon Password No Reuse to less than or equal to 180.

### SQL QUERY EXECUTED:

```
select count(*) from fnd_profile_options a,fnd_profile_option_values b where a.PROFILE_OPTION_ID = b.PROFILE_OPTION_ID and upper(a.PROFILE_OPTION_NAME) = 'SIGNON_PASSWORD_NO_REUSE' and b.PROFILE_OPTION_VALUE is not NULL and lpad(b.PROFILE_OPTION_VALUE,8,'0') <= '00000180'
```

### RETURNED VALUE:

0

### EXPECTED RESULT:

Returned value must equal 1

### ERROR MESSAGE:

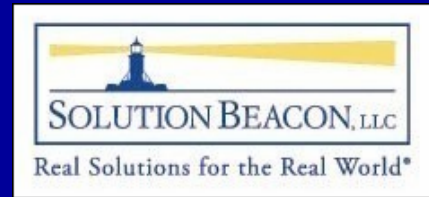
Signon Password No Reuse not set to less than or equal to 180 days at site level.

### FIX INFO:

Use forms interface and log on as System Administrator and set the value of SIGNON\_PASSWORD\_NO\_REUSE to less than or equal to 180 days.

**STATUS:** Failed

# Advanced Tests



- ◆ Navigate to *Advanced* tab
- ◆ Choose application from drop down
- ◆ Expand the group by clicking on the + next to the group name
- ◆ Select a test
  - All tests provide a brief description about the purpose of the test and details about required and optional parameters.
- ◆ Enter any parameters
- ◆ Click *Run Test* button

# Advanced Tests – Example



## ◆ General Ledger → Setup → General

Application: General Ledger

Home Basic **Advanced** Configuration

Setup - General Setup

**Description:** This diagnostic test will collect and verify the general setup of General Ledger as outlined in the 'Setup' chapter of the General Ledger User's Guide. This diagnostic test should be used during initial implementation of General Ledger and when setup information is required.

**Parameters**  
Responsibility ID is required.  
Perform financial analyzer checks parameter is expecting a 'Yes' or 'No' value. If not entered, the default will be set to 'No'.

To resolve any issues with the execution of this test, please refer to the [Diagnostics FAQ](#).

Responsibility ID: 20434

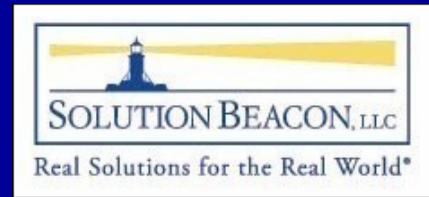
Perform Financial Analyzer Checks: [ ]

**Run Test**

Click + to expand

## ◆ Results will be returned to this page


# Advanced Tests – Example



- ◆ Click on the report icon to view the report
  - Reports can be printed, saved or uploaded to support

## Results

▶ Test failed

Test Name	Run#	Status	Time (mil sec)	Values	Report
▶ General Setup	1	FAIL	12018	Responsibility ID = 20434; Perform Financial Analyzer Checks = ;	

# Advanced Tests – Example



## ◆ Look first at errors and warnings, then references

General Report

**Current Execution**  
Date: 2007-02-28 23:56:02.0 Time Consumed: 2892 milliseconds Status: Failed

**Version Info:**  
oracle.apps.izu.base.diag.DBUtility 115.14  
oracle.apps.izu.base.diag.DiagBase 115.18  
oracle.apps.izu.base.diag.SessionHelper 115.6  
oracle.apps.izu.base.diag.TextUtility 115.14  
oracle.apps.izu.base.diag.YesHoLov 115.2  
oracle.apps.izu.fnd.diag.FNDUtility 115.25  
oracle.apps.izu.general.diag.DiagnosticPackInfo 115.8  
oracle.apps.izu.gl.diag.GLUtility 115.15  
oracle.apps.izu.per.diag.PERUtility 115.12

**Inputs:**  
Responsibility ID= 20434  
Perform Financial Analyzer Checks= Yes  
Diagnostic Test Executed By= SBEHII

**Error:**  
1 error and 7 warnings were found.

**Help:**  
Please review the test summary for more information.

**Summary:**

<a href="#">Oracle Diagnostics Information</a>	<a href="#">Product Installation Status and Patchset Level</a>	<a href="#">Parameters</a>
<a href="#">Key Profile Options</a>	<a href="#">Set of Books</a> ⚠	<a href="#">Chart of Accounts = Operations Accounting Flex (Id = 100)</a> ✖
<a href="#">Accounting Calendar</a>	<a href="#">Functional Currency</a>	<a href="#">Budgetary Control Details</a>
<a href="#">Budgets</a>	<a href="#">Oracle Financial Analyzer Setup</a>	<a href="#">Global Intercompany System (GIS) Details</a> ⚠
<a href="#">Miscellaneous General Ledger Details</a> ⚠	<a href="#">General Ledger Profile Options</a>	<a href="#">FSG Profile Options</a>
<a href="#">ADI Profile Options</a> ⚠	<a href="#">References</a>	

# Advanced Tests – Example



- ◆ Use hyperlink to drill down to section in error
  - Error/Action provided
  - MetaLink notes to support action referenced

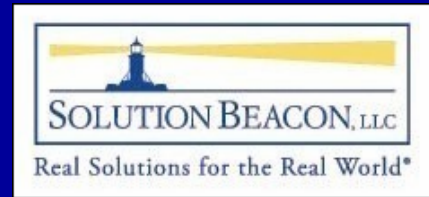
**ERROR** - There are overlapping child ranges and/or children with multiple parents

**ACTION** - Review the following table to identify the overlapping child ranges. For further information refer to note: [118130.1](#)

Overlapping child ranges							
Value Set Name	Rollup Group Parent	Immediate Parent	Low	High	Immediate Parent	Low	High
Progress_Object	40000	41210	41211	41299	41200	41220	41299
Progress_Object	41200	41210	41211	41299	41200	41220	41299
Progress_UK_Account	00002	44199	41000	42400	41999	42000	42002
Progress_UK_Account	00002	44400	44421	44422	44420	44421	44422
Progress_UK_Account	00200	44199	41000	42400	41999	42000	42002
Progress_UK_Account	00200	44400	44421	44422	44420	44421	44422

6 rows retrieved

## Advanced Tests – Example

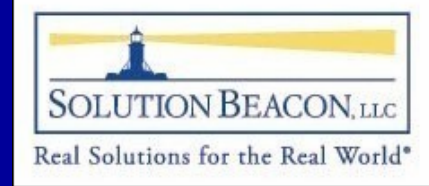


◆ Also check *References* section for each report

### References [\[Top\]](#)

- Note [131471.1](#) Self Service Tool Kit for General Ledger
- Note [116495.1](#) FSG PRT Financial Statement Generator Printing
- Note [136633.1](#) General Ledger Budgets FAQ
- Note [136685.1](#) General Ledger Document Sequencing FAQ
- Note [149019.1](#) How can I define my first MRC Period?
- Note [108236.1](#) FSG Financial Statement Generator FAQ
- Note [135433.1](#) General Ledger Open/Close Period FAQ

# Scheduling Diagnostic Reports



- ◆ Apply patch 5495057 (MetaLink note 395060.1)
- ◆ Submit Concurrent Request *Run Diagnostic Tests*
- ◆ No test parameters allowed at run time
  - Enter default parameters at Configuration → Inputs

Submit Request

Run this Request... Copy...

Name **Run Diagnostic Tests**

Parameters

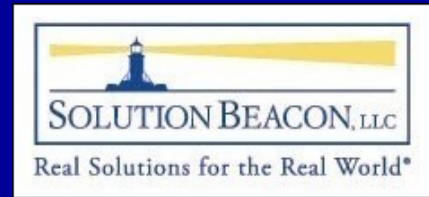
Application Name **General Ledger**

Group Name **Setup**

Test Program Name **oracle.apps.izu.gl.diag.GLCheckSetup**

OK Cancel Clear Help

# Purging Diagnostic Data



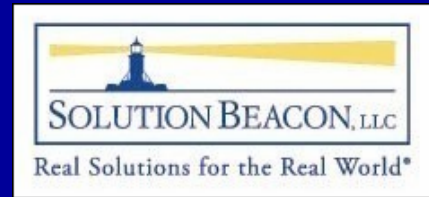
- ◆ Concurrent request *Delete Diagnostic Logs*
  - Deletes log and test data
  - Schedule to purge at least every 30 days
  - Parameters
    - ◆ Days Expire – age of log files to be deleted
    - ◆ Apps Shortname – application to delete logs
- ◆ Concurrent request *Delete Diagnostic Statistics*
  - Deletes statistical data
  - Keep 30 days minimum

# Examples for DBAs



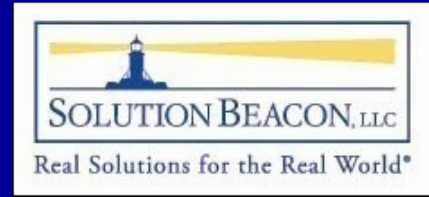
- ◆ Become familiar with all reports in AOL and Applications DBA
- ◆ Run key security reports monthly
  - Best Practices: Database Security Tests
    - ◆ Reports passwords still set to installation default values
  - Best Practices: E-Business Security Tests
    - ◆ Compares settings to Oracle Best Practices white paper
  - Verification of Security Alert Patches
    - ◆ Reports security patches that should be applied
- ◆ Setup – Concurrent Manager
  - Validates tables, objects, profile options and more
- ◆ Use workflow tests to troubleshoot mailer and other issues

# Examples for Developers



- ◆ Use data collection reports to validate data conversions
- ◆ Workflow
  - Workflow Definition – Reports data about a specific workflow– processes, attributes, notifications, etc.
- ◆ Interfaces
  - Purchasing Documents Open Interface – verifies data in open interface table
  - Requisition Import – verifies data for requisitions
  - Open Interface Invoice – verifies data in payables open interface

# Examples for Superusers



- ◆ Use period close reports to anticipate activities that could delay closing
- ◆ Setup – Flexfield (Descriptive) and (KEY)
  - Validates setups/consistencies for specific DFF or KFF
- ◆ Workflow
  - Use account generator and approval tests for troubleshooting
  - Use Workflow Status and Purgeable items to keep workflow clean
- ◆ Payables Trial Balance – Troubleshoot out of balance issues with the payables trial balance

# References



## ◆ How to download support diagnostic tools

- The latest version of currently available support diagnostic tools can be downloaded from the [MetaLink Doc ID: 167000.1](#)

## ◆ How to install support diagnostic tools

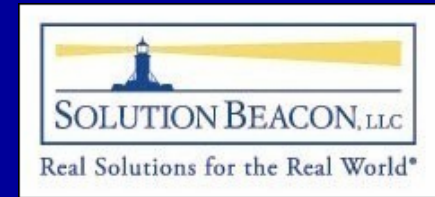
- Installation instructions are available in the [MetaLink Doc ID: 167000.1](#) and in step-by-step demos and on-line training available in the [MetaLink Doc ID: 232116.1](#)

## ◆ How to execute support diagnostic tools

- Execution instructions can be available in the [MetaLink Doc ID: 167000.1](#) and in step-by-step demos and on-line training available in the [MetaLink Doc ID: 232116.1](#)

## ◆ Oracle Applications Supportability Guide

# Questions and Answers



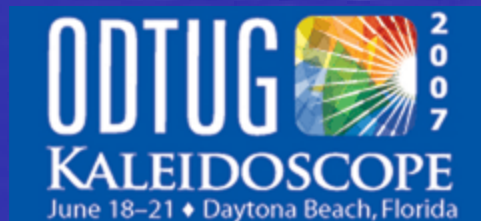
Thank you!

Susan Behn

[sbehn@solutionbeacon.com](mailto:sbehn@solutionbeacon.com)

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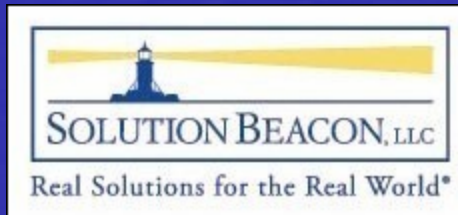
*(or "Teaching an Old Dog New Tricks - Release 11i Care and Feeding")*

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